

## SSF Baseline Metrics

	Objectives & Supporting Metrics	Single Point of Sale	Single Point of Credit	Rqmnts Dtrmn	Asset Mgmt	NMM	Demo Metric	Trans-itional Metric	Program Metric	Frequency	Baseline	Data Source
	<b>Objective: Maintain Readiness</b>											
1	<b>Readiness of Pacing Items</b> This is a readiness measure, which will show any impact due to SSF on critical weapons systems, measuring systems availability. There should be no change or a slight improvement to this readiness measure as a result of SSF implementation.				X		X	X		Monthly	1 Yr.	LOGSA:RIDB
2	<b>Readiness of all reportable systems</b> This measures the status of all items listed in AR 700-138, Army Logistics Readiness and Sustainability, assessing the changes due to SSF implementation.				X		X	X		Monthly	1 Yr.	SORTS
3	<b>NMCS Status</b> This is the number of requisitions that have a due-out status for end items that have been job-ordered and are in a maintenance shop at the GS level and below. The number of NMCS requisitions may decrease as SSF implements AWCF-directed referrals and a centralized maintenance process is implemented that renders repair decisions based on national need.				X		X	X		Monthly	1 Yr.	RIDB
4	<b>Demand Satisfaction</b> This is the percentage of OMA customers' supply transactions that were completely satisfied/filled upon request. This is a function of ASL depth. To arrive at the demand satisfaction or net availability percentage, we will divide valid ASL demands completely filled by total valid ASL demands multiplied by 100. Demand satisfaction should improve.				X		X	X		Monthly	1Yr	ILAP
5	<b>Repair Cycle Time</b> This measures the time from induction of an unserviceable into a repair program to the time the repair is completed – when the work order is opened when the work order is closed.					X	X	X		Monthly	1 Yr.	EMIS
6	<b>Materiel Release Denial Rate/Refusal Rate/In-line denial rate</b> This is the ratio of the total number of materiel release denials (MRDs) to the total number of materiel release orders (MROs) for a given period of time. This metric is necessary because more than one system (CCSS & SARSS) will initially direct movement/release of materiel (A5_) from SARSS-1 AWCF sites. Without real time requisitioning, materiel available for release may not be accurately reflected at the AWCF level, resulting in a MRD. The MRD can be computed using data available in the Financial Inventory Accounting (FIA) and Document Control Files (DCF) within CCSS.				X			X	X	Monthly	1 Yr.	CCSS
7	<b>Total # of National Level (Wholesale) Backorders</b> This is the number of items that are unavailable at the wholesale level: DLA, and AMC, to fill valid supply requisitions that were not filled at lower sources. Some of these are transactions that were undertaken to fill on-hand stocks at a lower level/forward element that fell below its requisitioning objective; others are requirements for items that were not stocked at a lower level. This measures the impact of SSF on backorders.				X		X	X		Monthly	1Yr	MILSTEP
	<b>Objectives &amp; Supporting Metrics</b>	<b>Single Point of Sale</b>	<b>Single Point of Credit</b>	<b>Rqmnts Dtrmn</b>	<b>Asset Mgmt</b>	<b>NMM</b>	<b>Demo Metric</b>	<b>Trans-itional Metric</b>	<b>Program Metric</b>	<b>Frequency</b>	<b>Baseline</b>	<b>Data Source</b>
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8	<b>Total # of ASL Lines</b>				X		X	X		Monthly	1 Yr.	TAV/EMIS/ILAP
	This is a readiness metric that will be measured to determine what happens to ASLs, whether they increase, decrease or stay the same. ASL total lines will be captured by a 100% inventory for all SLC "M" and "Q" lines to establish the baseline. In addition, a demand cycle will be run from SARSS where 2 years of demand history data are available. SLC "P", which are provisioning stockage lines, will not be counted in the total. The SARSS-recommended ASL will be compared to the current ASL, and after a joint review, the baseline will be established for each SSA.											
9	<b>Percentage of 0 Balance ASL lines</b>				X		X			Monthly	1 Yr.	EMIS/ILAP
	This is the percentage of ASL items that have reached 0 balance. The DA standard is 8%, which will be the standard to measure against during and after the demonstration.											
10	<b>Percentage of 0 Balance ASL lines w/dues out</b>				X		X	X		Monthly	1 Yr.	EMIS/ILAP
	This is ASL 0 balance lines w/dues out divided by total ASL lines times 100.											
	<b>Objective: Integrate Wholesale &amp; Retail Logistics</b>											
11	<b>Changes in retention in terms of lines and dollar value</b>			X				X	X	Quarterly	1 Yr.	CTASC/CCSS
	This measures ASL changes that will occur under SSF in terms of # of lines and dollars.											
12	<b>Percentage and \$ value of repair program lines meeting repair quantity objectives within +/- 5%</b>					X		X	X	Quarterly	1 Yr.	CCSS/EMIS
	This measures how effectively the NMM executes the National Repair Program looking at whether production meets projections.											
13	<b>Quantity/dollar value of repairs whose assets at end of year stratify beyond AAO within a 5% range.</b>					X		X	X	Quarterly	1 Yr.	CCSS
	This measures SSF's effectiveness in eliminating repair to long supply.											
14	<b>Distribution Effectiveness</b>				X				X	Monthly	New Data	NBO
	This measures the stockage of assets at the right place, at the right time. It is the % of assets released to support customers that are traditionally supported by that site.											
15	<b>Total \$ Value of ASLs</b>				X		X	X		Monthly	1 Yr.	CCSS/STARFIARS
	This is the total dollar value of all ASL stocked lines at the installation											
16	<b>SMA Stock Fund Cash Management</b>		X					X	X	Annually	New	NBO
	This measure will help to track the solvency of the AWCF-SMA under SSF.											
17	<b>Retrograde Management</b>					X	X			Monthly	1 Yr.	EMIS
	This measures the amount of time for an unserviceable item to be retrograded to a repair facility.											
18	<b>Offset of wholesale procurement/ repairs by using excess</b>		X					X		Qtly/Annually	1 yr.	CCSS
	This indicates how much excess inventory that is repaired/redistributed to fill shortages, offsetting procurement.											
	<b>Objectives &amp; Supporting Metrics</b>	<b>Single Point of Sale</b>	<b>Single Point of Credit</b>	<b>Rqmnts Dtrmn</b>	<b>Asset Mgmt</b>	<b>NMM</b>	<b>Demo Metric</b>	<b>Trans-itional Metric</b>	<b>Program Metric</b>	<b>Frequency</b>	<b>Baseline</b>	<b>Data Source</b>
	<b>Objective: Integrate Wholesale &amp; Retail Logistics</b>											
19	<b>Projected workload hours versus actual workload hours executed at the installation</b>					X			X	Quarterly	New Data	CCSS/EMIS

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	This measures the utilization of labor resources compared to projections.											
	<b>Objective: Streamline Processes</b>											
20	Accuracy of sales, credit, and surcharge projections compared to budget		X					X		Quarterly	1 Yr.	AWCF Budget/CCSS
	This is a measure of the National Business Office & HQDA ability to accurately forecast sales, credit, and surcharge decisions.				X							
21	Wholesale procurement or repair action that would have occurred without application of retail excesses versus that computation after the application of retail assets							X		Annually	1 Yr.	CCSS
	This is a measure of the savings generated by redistributing excess inventory through referrals.											
22	Number of billing transactions per valid requisition	X						X		Monthly	1 Yr.	OPLOC Bills
	This measures the expected decrease in workload associated with eliminating the retail level, by tracking the number of inter -fund bills.											
23	Total # of Sales : Retail; Wholesale; AWCF	X						X		Monthly	1 Yr.	CCSS
	This will provide the total sales figures for "As Is" and "To Be". Although sales will remain approximately the same, AWCF sales will be greater than wholesale sales (As Is) as the AWCF realizes sales from the installation RX activity.											
24	Timeliness of credit issued to O&M customer (FWT)		X				X			Monthly	1 Yr.	CTASC
	This is the amount of time required to process and issue credit to the O&M customer. Under AWCF, CCSS, not STARFIARS, will issue the credit within 7 days.											
	<b>Objective: Reduce Logistics &amp; Financial Costs</b>											
25	Total \$ Value of Credit Issued		X				X	X	X	Weekly	Analysis	STARFIARS/CCSS
	This is the dollar value of all credits issued by the AWCF-SMA to O&M customers upon turn-in of materiel. Credits will likely decrease under SSF because credit will be driven by a needs-based system, taking the national asset posture into account. Tracking credits is important in monitoring the solvency of the AWCF-SMA and in estimating the impact on O&M funds.											
26	Changes In Transportation Charges		X					X		Weekly	1 Yr.	IMMCs/NBO
	This will measure the total cost associated with inter-depot transfer. In the "As Is", installations were responsible for these charges; under "To Be" (SSF) SDT will be funded by AMC/NBO. SDT charges might increase as AMC/NBO now funds inter-depot transfers, which were referrals in "As Is".											
27	Total \$ Value of Items Turned-in (AMI/NAMI)		X				X	X	X	Monthly	1 Yr.	SARSS
	This measure shows whether turn-ins increase/decrease compared to the prior fiscal year's business activity and what the impact is on the supply system.											
	<b>Objectives &amp; Supporting Metrics</b>	<b>Single Point of Sale</b>	<b>Single Point of Credit</b>	<b>Rqmnts Dtrmn</b>	<b>Asset Mgmt</b>	<b>NMM</b>	<b>Demo Metric</b>	<b>Trans-itional Metric</b>	<b>Program Metric</b>	<b>Frequency</b>	<b>Baseline</b>	<b>Data Source</b>
	<b>Objective: Optimize Utilization of Stocks</b>											
28	Number and dollar value of price and credit changes approved during the year		X					X	X	Monthly	1 Yr.	EMIS/LOGSA
	This is a measure of the stability of prices and credit and whether SSF is meeting its objective of providing annual stable prices and credit.											
29	Total Cost of National (Installation RX) Repairs	X						X	X	Monthly	1 Yr.	EMIS/LOGSA

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	Under SSF & NMM, AWCf buy/repair decisions will be made from the national level. This will measure overall impact on the cost of repairs.											
30	Total # of National (Installation RX) Repairs					X			X	Monthly	1 Yr.	EMIS/CCSS
	This is the total number of repair actions that occurred at the installation level over a specified period of time.											
31	Total \$ value of National (Installation RX) Sales					X			X	Monthly	1 Yr.	CTASC
	This metric will show whether CL IX component repair will increase or decrease as the National Maintenance Manager makes repair decisions under SSF.											
32	Number & \$ value of NAMI referrals of items above RO			X				X		Quarterly	1 Yr.	CTASC/CCSS
	This is measures cost effectiveness of referring NAMI above the RO.											
33	Total Unserviceable Turn-ins Year To Date (YTD) Compared to Total Serviceable Demand YTD					X			X	Quarterly	Preset Return	SARSS
	Tot. unserviceable turn-ins YTD divided by total serviceable demands YTD compared to the percent of carcass return rate.											
	Objective: Improve Requisition Fill & OST											
34	Order Ship Time (OST)					X		X		Monthly	1 Yr.	LOGSA/LIF
	OST is the time in days, required to satisfy customer demands, whether the demand was for a stocked or un-stocked item, or whether or not the demand was satisfied from the SSA. It measures responsiveness of the supply system from the time of the requisition to the time of receipt.											
35	Fill Rate					X		X	X	Monthly	1 Yr.	LOGSA/LIF
	This is the total number of O&M requisitions filled whether the items are demand-stocked items or not. It is the most basic metric, which measures the percentage of fill for all customer demands and serves as an indicator of customer satisfaction.											
36	Total # & \$ value of Referrals Completed					X		X	X	Monthly	1 Yr.	LOGSA/LIF
	This represents the number of O&M & other customer requisitions filled by AWCf-directed referrals made from excess (> RO/RL). A referral uses excess stock on-hand to satisfy valid requisitions and helps to measure the procurement offset. No calculation is necessary, as this information will be drawn from ILAP and measured monthly. Since AWCf-directed referrals are a new procedure, no baseline for comparison exists.											
37	Stock Availability			X					X	Monthly	1 Yr.	CCSS
	This measures the IMMCs supply effectiveness showing the percentage of requisitions for stocked items that were filled. It is computed by dividing the # of requisitions for stocked items filled during the first pass by the # of requisitions for stocked items received. The goal is 85% for stock availability. CCSS is the data source.											